

**ABSTRACT OF THE DISCLOSURE**

**[1042]** An access provider technician can inquire, from a remote location, a status of an upper-layer communication indicator. For example, a technician, after receiving a trouble call from an end-user, can ask the end-user the visual status of the upper-layer communication indicator. Next, the technician can enter the status into data storage, for example, an electronic job ticket. A first set of actions is performed if the status indicates valid communication. A second set of actions is performed if the status indicates invalid communication. The upper-layer communication indicator indicates a high layer communication status, for example, layer 3 of the OSI model, such as a Point-to-Point Protocol over Ethernet (PPPoE) authentication status.